



*This update contains pertinent information about changes that will impact the Johns Hopkins HealthCare provider network*

## **Cigna PPO to Provide National Network for Johns Hopkins EHP**

**Effective:** January 1, 2021

**Health Plans Affected:** Johns Hopkins Employer Health Programs (EHP)

**Type of Change:** Network

### **Explanation of Change(s):**

Beginning Jan. 1, 2021, EHP members will have access to the Cigna PPO Network for medical coverage in and out of Maryland as a secondary network. The Cigna PPO network replaces the MultiPlan wrap network for EHP members. EHP contracts will take precedence over Cigna contracts for providers contracted in both networks.

Cigna PPO network providers are considered in-network providers for EHP members.

- Maryland providers are included in the Cigna PPO network for all EHP plans.
- Providers in the Cigna PPO network are contracted in all U.S. states.

The Cigna PPO network is for medical services only.

- Routine vision and dental providers are excluded.
- Telemedicine medical services from providers in the Cigna PPO network are covered.

Pharmacy coverage is not affected by the network change.

Beginning January 1, members can search for EHP and Cigna PPO providers using this link on the EHP website: [ehp.org/plan-benefits/medical-care-network](http://ehp.org/plan-benefits/medical-care-network).

EHP providers and members should not call the Cigna PPO Customer Service department directly. They must call EHP Customer Service at 800-261-2393 for assistance.

JHHC's Continuity of Care policy (CMS01.09) will be honored for members currently undergoing a procedure/treatment plan with a provider who is part of the MultiPlan network and is not with Cigna as of Jan. 1, 2021. The member and/or provider should file for a continuity of care request.

Any claim received for services in 2020 will be honored by MultiPlan as the runout period is for 12 months.

The EHP member ID card reflects the 2021 changes:

	<b>JHH/JHSC PPO Plan</b>	Eff. Date: 1/1/2021	<b>Submit claims to:</b> Johns Hopkins Employer Health Programs - EHP 7231 Parkway Drive, Suite 100 – Electronic Payer ID 52189 Hanover, MD 21076	<small>Resolution: Add Third Party Vendor logo here per Subscriber ID 231 code as system updates allow</small>
<b>Member:</b> Sample name <b>ID#:</b> 001119069*01 <b>Group#:</b> E00092/001 <b>Plan#:</b> 001 <b>Vision:</b> Yes	<b>PCP Name:</b> Sample name <b>PCP phone:</b> (410) 123-4567		<b>Website:</b> EHP.org <b>EHP Customer Service:</b> 1-800-261-2393 <b>Mental Health and Substance Use Disorder:</b> 1-800-261-2429 <b>Pharmacy Information:</b> 1-888-543-4921 <b>Precertification:</b> 1-800-261-2421	
<b>PCP:</b> Designated: \$10 Non-Designated: \$20 <b>Urgent Care Facility:</b> \$25 <b>Emergency Room:</b> \$250	 <b>Generic:</b> \$10 <b>Preferred:</b> \$40 <b>Non-Preferred:</b> \$65	<b>Bin:</b> 004336 <b>PCN:</b> ADV <b>Group:</b> RX6795	To find a provider, please visit <a href="https://www.ehp.org/plan-benefits/medical-care-network/">https://www.ehp.org/plan-benefits/medical-care-network/</a>	<b>Notice:</b> Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed. Please call the number on this card to verify eligibility.
			<b>CIGNA Eligibility/Benefits/ Precertification:</b> 1-800-261-2393	<b>Benefits are not insured by Cigna or affiliates.</b>

*Please contact the JHHC Provider Relations department at 1-888-895-4998 with any questions or concerns.*